(Amanded) [A call center] Apparatus for caller information retrieval comprising: 1.

a customer service response system (CSRS) capable of responding to an incoming [telephone] telephony call from a calling party by playing a message to said calling party;

a graphidal user interface (GUI) electrically coupled to said CSRS and configured to receive and display information from said CSRS;

wherein said information received from said CSRS originates from said calling party.

- 2. (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI is configured to selectively initiate another message being sent from said CSRS to said calling party.
- (Amended) The [call center] apparatus for caller information retrieval according to Claim 1 wherein said GUI displays a plurality of possible messages that may be sent from said CSRS to said calling party.
- (Amended) The [call center] apparatus for caller information retrieval according to Claim 4. 3 wherein at least one of said plurality of messages is customizable.
- (Amended) The [call center] apparatus for caller information retrieval according to Claim 5. 1 wherein said CSRS further includes a voice recognition program which is capable of converting voice signals into text messages.
- (Amended) The [call center] apparatus for caller information retrieval according to Claim 6.

1 wherein said CSRS further includes a voice recognition program which is capable of converting text messages into voice signals.

- 7. (Amended) The [call center] <u>apparatus for caller information retrieval</u> according to Claim 1 wherein said GUI provides an option for bypassing said CSRS.
- 8. (Amended) The [call center] apparatus for caller information retrieval according to Claim

 1 wherein said CSRS is an adjunct to a telephone.
- 9. (Amended) The [call center] apparatus for caller information retrieval according to Claim
 1 wherein said CSRS is capable of responding to a plurality of incoming telephone calls from
 a plurality of calling parties by playing a message to each of said calling parties.
- 10. (Amended) The [call center] apparatus for caller information retrieval according to Claim
 1 wherein said CSRS is configured to receive voice and text messages.
- 11. (Amended) The [call center] apparatus for caller information retrieval according to Claim

 1 wherein said message is a voice message.
- 12. (Amended) The [dall center] <u>apparatus for caller information retrieval</u> according to Claim

 1 wherein said message is a text message.
- 13. (Amended) The [call center] apparatus for caller information retrieval according to Claim